



**DUST TO SHINE**  
WE LOVE THE JOB YOU HATE



**800** OVER  
6837



**DUST TO SHINE Cleaning Services** is a one-stop solution for all your cleaning requirements.

Now, you can spend more time with your family in a clean home when you leave the work with us.

We have our team of reliable, trustworthy and highly professional cleaners who will take care of your regular home cleaning service and we assure you a guaranteed level of satisfaction.

C O M P A N Y   P R O F I L E

## DIRECTOR'S MESSAGE

**DUST TO SHINE Cleaning Services**, located in the center of Dubai, is having a team with nearly 30 years of cumulative experience in the cleaning industry. Being a service provider in UAE, we have gained a solid and reliable reputation in this business based on wealth of expertise and proven work experiences.

**DUST TO SHINE** is a fast-growing organization, strongly built with pride and heartfelt dedication in providing the best and guaranteed cleaning services in the market. We are highly recommendable by most of our regular and loyal clients who keep our services for a long term.

We value much our clients and our team are working closely with their requirements. We align our services in matching their needs, ensuring 100% full satisfaction on the services rendered to them. Ours is not a checklist business; we continually listen to client requirements and align our services to match their needs. We are very passionate about what we do, and it shows. Our dedication to delivering an excellent and consistent service makes us stand out from other cleaning companies. Clients tend to stay with us in the long run. There are numerous cleaning companies in Dubai, but when you become our client, you can rest assured you have chosen a reputable company who will provide you with exceptional cleaning services.

We are flexible enough when it comes to customization of cleaning program to suit our client needs and budget, Whether you require daily, weekly or monthly services, or just one-time only service, you can count on **DUST TO SHINE**. We constantly monitor our work, and should any area fail to meet our strict home cleaning standards, it will be corrected immediately. We are 24/7 available for you all and the price we offer is very competitive and even unbeatable rates that are hardly found elsewhere, with different types of cleaning services, and frequencies for home cleaning or office cleaning, we have wide range of pricing options to choose, from hourly rate to daily, weekly and monthly intervals. We can adapt customization of cleaning program as per the service requirement that suits our client's budget.

And of course, We strongly encourage to have customer communication and to receive their testimonials about our provided services all over social media and review websites as this will surely help in motivating us for a continual improvement value your input to heighten our level of cleaning services, in keeping our services properly aligned with our built reputation in the cleaning services industry.

**“Soar high and you will shine”**

~ Dheeraj Periwal ~



Director

## INTRODUCTION

**DUST TO SHINE Cleaning Services** is a vibrant, dynamic and highly innovative cleaning services company in Dubai, United Arab Emirates, focused in providing exceptional customer service, and driven by a culture which stipulates “right at first time” approach. We are the one-stop solution for all your cleaning requirements.

We have been into a thorough research of the UAE market where there is a growing demand of cleaning services, especially of the maid services across region due to a number of personal factors including but not limited to geographical location, social standing, lack of personal time, and lack of experience.

We are experienced and professional provider of high quality cleaners for all cleaning services requirement which include daily office cleaning, residential cleaning, commercial cleaning, deep cleaning, shops and retail outlets cleaning, party help, move-in & move-out , and many more. We offer complete cleaning services to all type of industries: commercial spaces and offices, retail shops/outlets and residential complexes, flats, apartments and villas.

All our cleaners are independent and professional who have years of experience in cleaning homes and offices of all shapes and sizes. We screen our cleaners thoroughly and hold them to the highest quality standards, and we are confident that our clients will be completely satisfied with the completed works.

Our team is very passionate about the levels of service that we deliver in any angle to all our customers. We conduct audits and we carried out control measures to ensure a strict compliance with the specifications and standards for cleanliness and hygiene. We work around our client schedule to help and meet their specific cleaning needs, instead of them having to invest their own precious time and energy in housekeeping duties.

We are available 24/7, 365 days for your cleaning services (booking requirement.) We respond quickly, responsibly and efficiently to all our client needs.

We pride ourselves providing a total customer satisfaction to our esteemed clients.

We are aiming to be on top of the professional cleaning service industry in UAE by increasing the number of our clients throughout the region.

Our main focus is to achieve an exceptional level of customer satisfaction by providing and maintaining an extreme quality service performance that exceeds our customer expectations, including introduction and application of innovative solutions for continual improvement in all aspects of cleaning services.

## MISSION AND VISION STATEMENT

Our aim is to build a strong and profitable maid cleaning service company by delivering to our client a fully professional service that is always fair, efficient, helpful and responsible in all means.

We are committed to build the loyalty of our client by ensuring them that we are always focused in what we do to meet and exceed their expectation and to provide them total satisfaction.

To our Employees, we are committed to create a healthy work environment where we can take pride of ourselves, our colleagues and our company.

## GENERAL INFORMATION

**DUST TO SHINE Cleaning Services** has been established by a very reliable and vibrant Managing Director, **Mr. Dheeraj Periwal**. He strongly believes that the company and its organization has the ability and all the capabilities and resources to find the unique solution in overcoming client's issues on meeting their cleaning standards for home, office, retail shops and the like which requires our service' expertise and specialization at the most competitive rates. His practical and valuable know-how and services spirit are cleaning expert broadly supported from property management companies, building owners and the tenants.

With **DUST TO SHINE**, we provide high quality-rated cleaning services with our team of professional cleaners. We perform our duties and commitment to our client with great care and completeness of work. We provide our own transportation and we only use eco-friendly, allergy free and all natural cleaning equipment and materials. Our client can opt to have their own cleaning materials to be used if they wish.

Our staff can speak 15+ languages so that communication will not be a barrier for giving detailed instructions from our client. We have different nationalities of staff which we are aware that some of our clients are very selective of. To be the best loved cleaning company, **DUST TO SHINE** will keep providing services with a spirit of challenge and continuous innovation.

We offer a minimum of two (2) hours duty per service call. Any succeeding hours are billed on a given rate.

Our rates may vary depending on the following types of services:

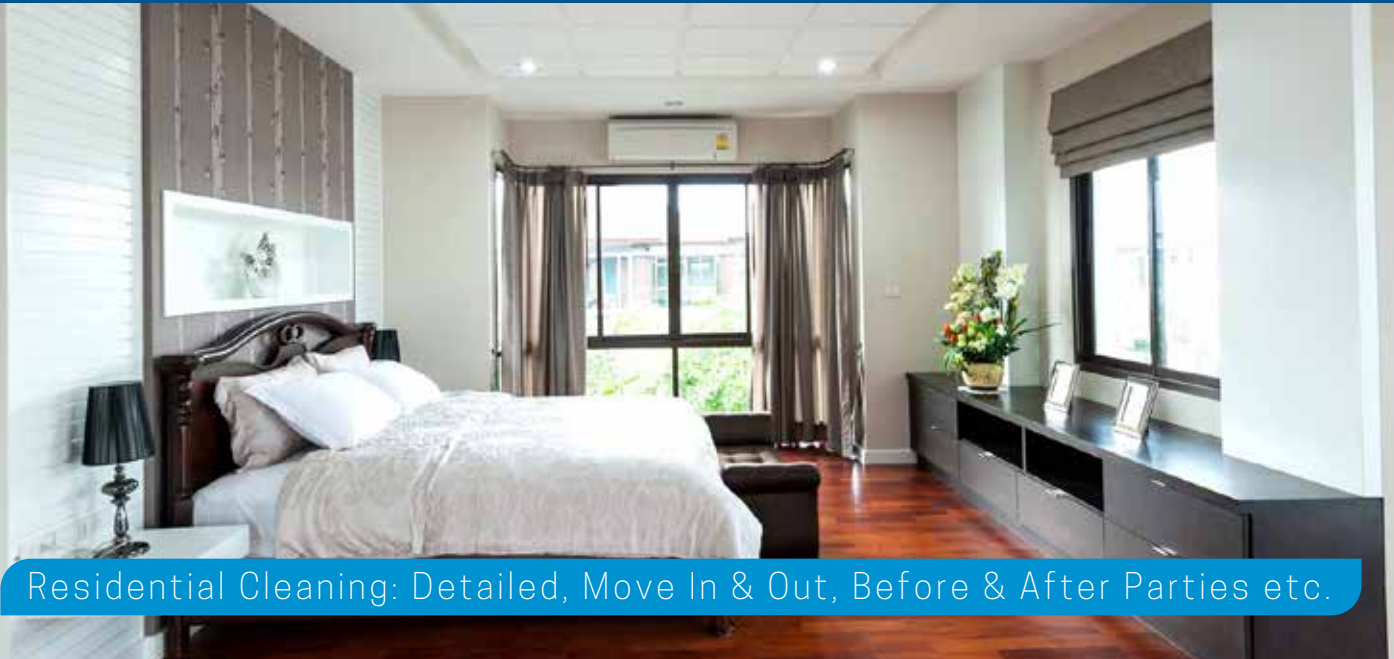
- **Same Day Cleaning Services**
- **Occasional Cleaning Services**
- **Regular / Recurring Cleaning Services**
- **Daily / Weekly / Monthly / Annual Maintenance Cleaning Services**

All other terms and conditions, as agreed between **DUST TO SHINE** and the Client.

## OUR EXPERTISE AND SPECIALIZATION

**DUST TO SHINE** offer the following services:

- Residential / Home Cleaning
- Retail Shop Cleaning
- Nanny Services
- Deep Cleaning
- Carpet Cleaning
- Wall Cleaning
- Marble Polish
- Maid Service / Housekeeping Service
- Office Cleaning
- School Cleaning
- Move-In / Move-Out Cleaning
- Upholstery / Sofa Cleaning
- Window Cleaning
- Floor Cleaning
- Ceramic Tiles and Grout Cleaning
- Other Internal Cleaning Services



Residential Cleaning: Detailed, Move In & Out, Before & After Parties etc.

## Residential Cleaning Services / General Home Cleaning

People nowadays are too busy with their jobs, very tired already after reaching home and have no more time to clean their house. So, leave your worries to **DUST TO SHINE** and we will help you to maintain your house clean and fresh to breathe. Our residential cleaners perform duties such as dusting, vacuuming, washing surfaces, mopping floors, ironing, polishing mirrors and fixtures to get rid of mess, trash, dirt, and unclean areas. They also do sweeping, laundry, hang and fold clothes, and wash windows, balconies and garage. Cleaning house removes germs and other things which might cause infections. Maintaining a clean house keeps the family from getting insect bites or from breathing problems due to dust. We perform house cleaning services according to the wishes of our clients in meeting their expectations.

## Occasional Cleaning & Deep Cleaning / Before & After Parties

Some customers prefer to schedule a one time cleaning based on their needs. Whether they are expecting a company hosted party or home party, our occasional cleaning service gets their home/office in tip-top shape. The occasional or one-time cleaning generally costs more than a regularly scheduled cleaning because more time is consumed since the home/office received the deep clean that it really needs. It is common that customers after seeing incredible results from the one-time cleaning normally opt not to have regular cleaning and prefer general cleaning as scheduled.



## Child Care Services / Babysitting / Nanny Service

A nanny provides child care within the children's family setting. While the parents are temporarily away, **DUST TO SHINE** is here to provide our babysitting service to temporarily take care of the child, mainly focusing on safety and wellness of the child while under our nanny's caring. Depending on the agreement between parents and babysitter, the type of work for babysitters varies from watching a sleeping child, changing diapers, playing games, preparing meals, and to teaching the child to read and write (as per the child's age)

## Regular Cleaning for Houses and Offices

Most customers prefer regular visits from our residential housekeepers and office cleaners. It creates more free time for them while we reduce the effect of allergens, bacteria and other unhealthy substances that could be present in your home and work environment. For these reasons, we have daily, alternate days in a week or weekly. Cleaning service that is more popular service type we offer.

- **DAILY:** It's a good idea to have a quick, daily cleaning routine for a clean and fresh surrounding always.
- **EVERY OTHER DAY:** Some houses/offices are well maintained as they have cooperative members who value cleanliness at all times, hence not required by some to have daily cleaning.
- **WEEKLY:** Our weekly cleaning service is popular for busy homes, full of life and social commitments.
- **EVERY OTHER WEEK:** For help with general upkeep, this twice-a-month house cleaning service fits best.
- **MONTHLY:** Let **Dust To Shine** give your home and offices a thorough cleaning just when you need it.



## PROFESSIONAL OFFICE CLEANING



### Commercial Cleaning Services / Office Cleaning

A commercial cleaning service cleans things such as offices, buildings, or retail stores. Office cleaning, also called commercial cleaning, involves cleaning offices and other business areas usually scheduled before and after office work hours and encompasses vacuuming, window and surface cleaning, restroom cleaning, pantry cleaning, and other duties and services as outlined in a cleaning contract. We offer professional commercial cleaning services to businesses in the UAE. Our goal is to make the company facilities, a pristine environment for business and keep their in-house employees safe in a healthy work environment.



### MOVE IN & MOVE OUT CLEANING

### Move In Cleaning

Whenever you move into a new house, one of the first things you will probably do is to clean it. Even if you are moving to another state or to another country, you should always do a thorough clean before your stuff arrives. Who doesn't want a fresh start? A thorough move in cleaning gives new homeowners and tenants peace of mind knowing that their new living space has been scrubbed and disinfected from top to bottom. We always recommend performing a move in clean before you unload your personal belongings. This ensures that every inch of the room gets the attention that it needs.

How much does a move in clean from **DUST TO SHINE** cost? It all depends on the size of the new home or apartment and the condition it is in. For the most accurate quote, call **800 OVER** to discuss the details of your move in cleaning. Our staff can also create a personalized cleaning schedule to keep your new home or apartment as tidy as it was when you first moved in.

Let **DUST TO SHINE** provide you a well cleaned new house to ensure your family feels perfectly fine in your new home.



## Move Out Cleaning

Now that the rooms are empty-or nearly empty -it's time to get your home or apartment looking even better than it was when you first moved in. Many house or apartment contracts require clearance on the rented flats/villas prior returned to landlord/real estate owner being in good condition same as the one handed-over during move-in, else you will be surprised on deductions from your given security deposit when you rented the apartment. Others require a thorough checklist that covers everything from cupboards, floors and walls, sinks and tubs, windows and doors, and balconies, including kitchen appliances-microwave oven, dishwashing and washing machine, burner stove and oven, etc.

Let **DUST TO SHINE** take care of the cleaning, so you can spend more time preparing for the move

## SCOPE OF WORK

### DAILY CLEANING

- Interior Cleaning
- Floor Cleaning
- Washroom Services
- Dust Control
- Vacuum Cleaning
- Garbage Collection

### PERIODICAL CLEANING

- Carpet Cleaning
- Maintenance of Floor
- Window Cleaning
- Road Sweeping
- Grounds Cleaning
- Pavement & Sidewalk

### SPECIAL CLEANING

- Fixtures
- Duct Cleaning
- Height Cleaning
- Telephone & Computer
- Laundry Services
- Facade Cleaning

### SEGMENT CLEANING

- Office Cleaning
- Health Care Cleaning
- Industrial Cleaning
- Food Hygiene Cleaning
- Cleanroom Cleaning
- Retail Cleaning

## WORK LOCATION

Within our scope of work, we cater all service calls that we received from our clients whose premise is located in the Emirates.

## MANPOWER SUPPLY

Depending on the scope and location of work, we deploy our cleaners using our own means of transportation with drop and pick, to and from the client address and the number of cleaners we supply to work site also varies as per the requirement.

## WORK TIMINGS

### DAILY CLEANING

Our operational working hours is from 8:00am to 6:00pm Saturday to Thursday.

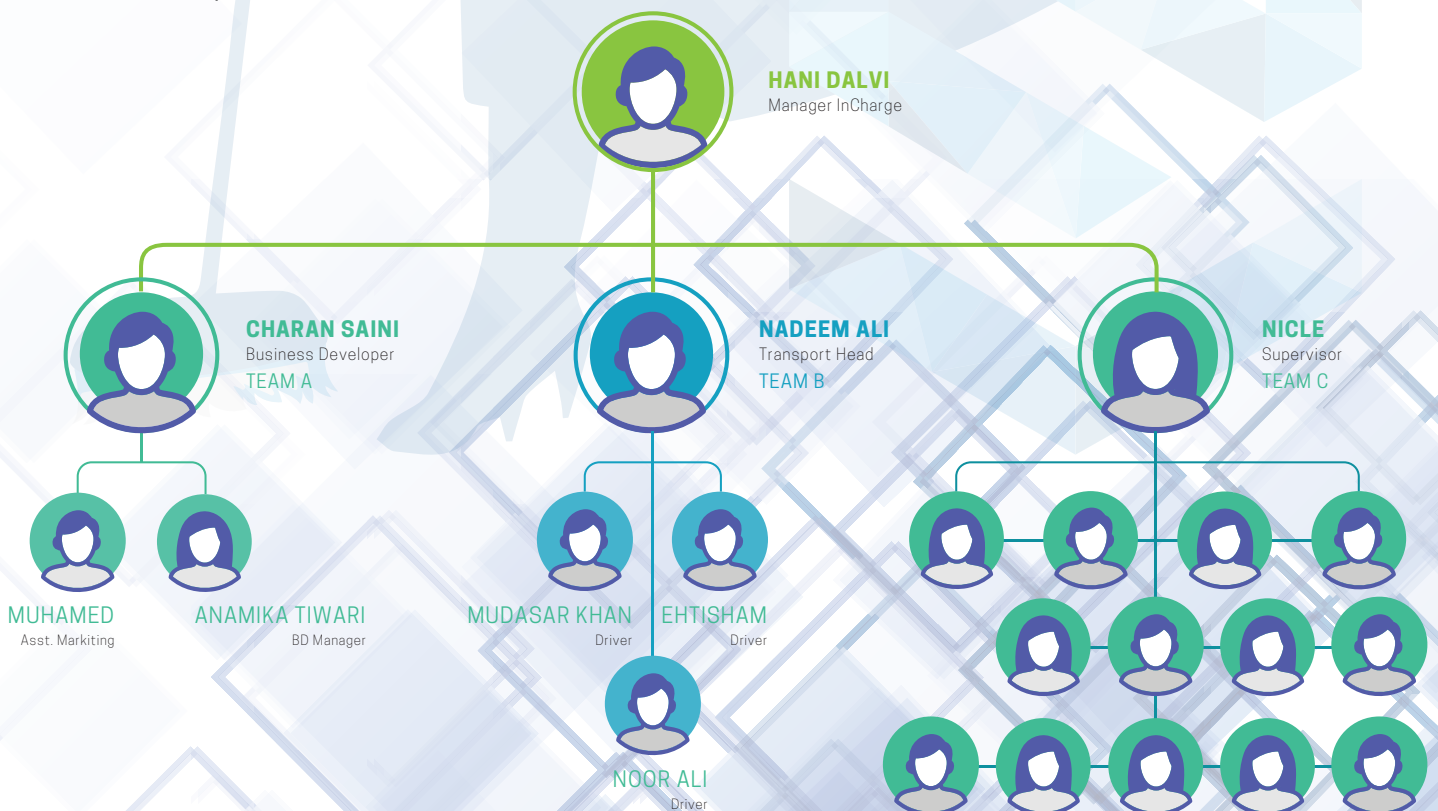
\*Depending on service call requirement, we assure our client that **DUST TO SHINE** is truly reliable and very flexible with working hours. We can adjust with the work timings, may it become earlier or later than our normal operation time.

### PERIODIC CLEANING

This is dependent on client preferred schedule. It can be done by 2-3 times per week, once a week, bi-monthly or monthly basis requirement.

### SPECIFIC CLEANING / SEGMENT CLEANING

**DUST TO SHINE** mainly offer internal cleaning service focusing on commercial offices, residential flats and villas, retail shops and the like.



# WHAT MAKES DUST TO SHINE UNIQUE FROM OTHERS?

## Our Philosophy

As a customer taking advantage of the leading cleaning services offered by **DUST TO SHINE**, we want our customer to have the best possible customer experience in every visit. We know our customers choose us to provide reliable cleaning services, and we accomplish our goal in three ways.

### The Three Ways We Provide Optimal & Reliable Cleaning:

- 1.** We make sure **'DUST TO SHINE'** management and team members are focused on meeting and / or exceeding our customer expectations and providing thorough, efficient, and reliable cleaning at every visit.
- 2.** We make sure all our staff are well-trained to treat our customers and fellow employees the way we would like to be treated. This includes having empathy for our clients; understanding their needs and feelings, offering them reliable cleaning services; being efficient, friendly and courteous; treating every customer fairly and with respect; and being open and honest in all of our communications. We respond to customers' needs, requests, concerns and complaints regarding our premium cleaning service in a timely, polite, caring, friendly and professional manner.
- 3.** We provide the most thorough cleaning in homes, offices, retail shops and the like that requires our service. When our teams leave customers' premises, we make sure that our customers have the peace of mind knowing that they just received the finest, most professional and reliable cleaning services they wanted in the entire industry. They can see the evidence of our premium cleaning service from a team of people who really care about the quality work. We are committed to ensuring that customers choosing our premium home cleaning services can trust us, be loyal to us and so pleased with our services that we can say that 96% of our customers have the confidence to recommend to their connections.

## Extreme Quality of Services

Our services always follow the **"Right at First Time"** policy. We assure our customers that they will not regret on having us on board to serve their cleaning requirements by meeting and exceeding their expectations. We guarantee a total customer satisfaction.

## Competent and Friendly Staff

All our staff are highly trained and we all work hard together to provide the best quality cleaning services to our customers. We all perform our duties in a professional manner adhering good quality traits of being polite, courteous and honest individuals.

## Flexibility & Reliability

We, at **DUST TO SHINE** are very flexible with the schedules and requirement of our customers. Our customer can leave a message to our contact number 24/7 for their booking requirement. We are a reliable company who is consistent with the quality of our work performance and we have been trusted by many of our regular customers, the same which we would like our new customers to experience with us.

## Affordable Rates

We have our standard and transparent pricing policy. Our rates are very competitive compared to other cleaning services company in the region. We also offer special discounts and occasional promotions that clients would really like to avail our affordable rates.

## Long-Term Customer Relationship

We mainly focus on our customer needs and we truly value them that we meet and exceed their expectations. We believe that when we make our customers happy after the job is completed, we make them satisfied and they become loyal to us, thus leading to a longterm customer relationship with **DUST TO SHINE**.

## Satisfaction Guarantee (100%)

When our cleaning team arrives at our client premises, we make sure that we meet the superior standards. We provide a 100% guarantee on all our cleaning services, and solicit feedback and reviews from our customers to help us find better ways to assist them in their cleaning requirement. **DUST TO SHINE** is ready to provide swift solution to make our client happy and satisfied, in case we receive any unsatisfactory feedback or any form of complaint from them.

## Our Commitment

**DUST TO SHINE** are committed to provide our customers a timely basis manner of support through our dedicated customer service representatives. As much as possible, we do not like our customers to keep on waiting for long time once they give us a ring.

@dustoshines



## **DUST TO SHINE CLEANING SERVICES**

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